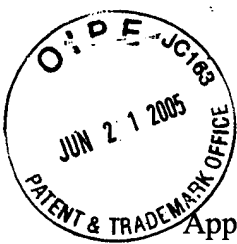


AF
JW



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: James J. Crow, Dennis L. Parker
Assignee: Motive, Inc.
Title: DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE OF A
DYNAMIC SERVICE POINT MAP
Serial No.: 09/542,273 Filed: April 4, 2000
Examiner: L. Wang Group Art Unit: 2155
Docket No.: MTV0016US

Austin, Texas
June 17, 2005

Mail Stop AF
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated April 20, 2005, having a shortened statutory period expiring on July 20, 2005 and a two-month reply period expiring on June 20, 2005. Further examination and reconsideration are respectfully requested in view of the remarks and amendments set forth below.

No Amendments to the Specification or Drawings are presented in this paper.

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks begin on page 7 of this paper.